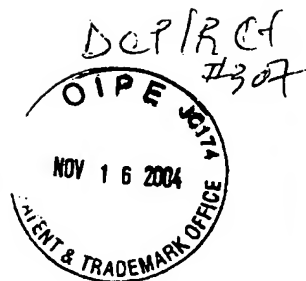


P21782.A06

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

2004 NOV 19 AM 11:53



Applicants : Philip KORTUM et al.

Box 16 Refunds

Appln. No. : 10/058,785

Filed : January 30, 2002

For : SEQUENTIAL PRESENTATION OF LONG INSTRUCTIONS IN AN
INTERACTIVE VOICE RESPONSE SYSTEM

REQUEST FOR REFUND

Commissioner for Patents
U.S. Patent and Trademark Office
220 20th Street S.
Customer Window, Mail Stop 16
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Arlington VA 22202

Sir:

Applicants respectfully request a refund in the amount of \$180.00 that was submitted by check in connection with the filing of the Supplemental Information Disclosure Statement on September 15, 2004.

The basis of this Request for Refund is that a check for \$180.00 was included with the filing of the Supplemental Information Disclosure Statement on September 15, 2004, in order to ensure consideration of the references. Please find attached a copy of the check and a date-stamped filing receipt evidencing the same. However, Applicants note that an Office Action on the merits has not issued in the instant application, and thus no fee was necessary.

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Please make payment of the refund to Deposit Account No. 19-0089.

Respectfully submitted,
Philip KORTUM et al.

Will E. Lyall Reg. No.
Bruce H. Bernstein 41,565
Reg. No. 29,027

November 15, 2004
GREENBLUM & BERNSTEIN, P.L.C.
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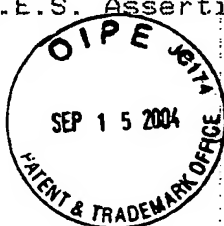
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The Patent Office Date stamp hereon is an acknowledgement that, on the date indicated, the Patent Office received the following:

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In the matter of : SEQUENTIAL PRESENTATION OF LONG INSTRUCTIONS IN AN
INTERACTIVE VOICE RESPONSE SYSTEM

Applicant : Philip KORTUM

Application No. 10/058,785

Patent No. :

Filed : 1/30/02

Issued :

Docket : P21782

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P21782.A03

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : Philip KORTUM et al.

Group Art Unit : 2645

Appl. No. : 10/058,785

Examiner : Ming CHOW

Filed : January 30, 2002

Confirmation No. : 4132

For : SEQUENTIAL PRESENTATION OF LONG INSTRUCTIONS IN AN
INTERACTIVE VOICE RESPONSE SYSTEM

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

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Sir :

In accordance with the duty of disclosure under 37 C.F.R. §1.56 and §§1.97-1.98
and supplemental to the Information Disclosure Statements that were filed on April 23,
2004 and April 29, 2002, Applicants hereby call to the Examiner's attention the following
documents:

U.S. Patent Application Publication No. 2001/14863 to WILLIAMS III, which
was published on August 16, 2001;

U.S. Patent Application Publication No. 2002/0055868 to DUSEVIC et al., which
was published on May 9, 2002;

U.S. Patent Application Publication No. 2002/0196277 to BUSHEY et al., which
was published on December 26, 2002;

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Adjustment date: 01/12/2005 EEKUBAY1
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